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ABSTRACT OF THE DISCLOSURE

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A system for providing technical support for remote automation or control devices. It includes: a device identifier, for determining components of pre-determined automation or control devices, such as for example programmable logic controllers, indicated in a device database by periodically querying the devices to have each device indicate its component hardware, software, and firmware, the device identifier for providing the device database with component identifications for the predetermined devices; and a device configuration manager, responsive to the component identifications in the device database, and further responsive to available device components in a database of available device components, for comparing the installed device components with the available device components and for providing an offer to upgrade installed device components. In some applications, the system also includes a system diagnostics manager, responsive to the component identifications in the device database, and further responsive to diagnostics information in a database of end user system diagnostics, for providing device status queries, and for updating the database of end user system diagnostics based on responses to the device status queries.